Pathology Department

Sunquest ICE GP Order Communications User Guides

GP PRACTICE

USER GUIDE

FOR

InPS Vision & Sunquest ICE

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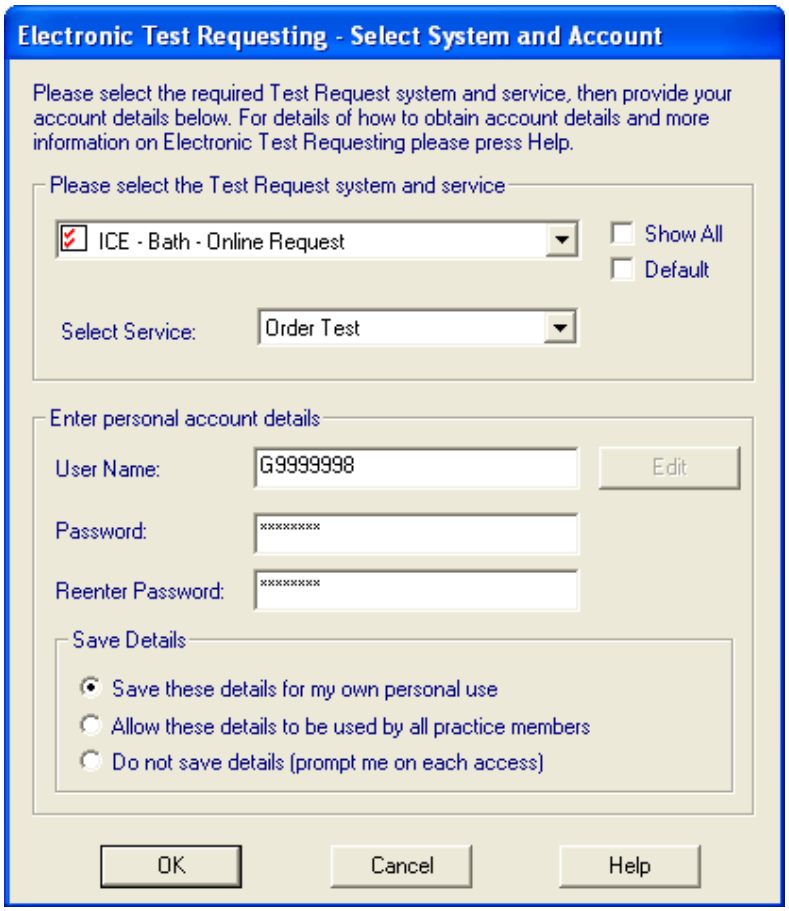
1. Making the First Request from VISION

1. Find the patient within VISION in the usual manner
2. Enter the consultation screen
3. Select ***ADD*** from top menu bar
4. Select ***Requests*** from drop-down list
5. Select ***Electronic requests***
6. The following screen appears asking for a username and password.

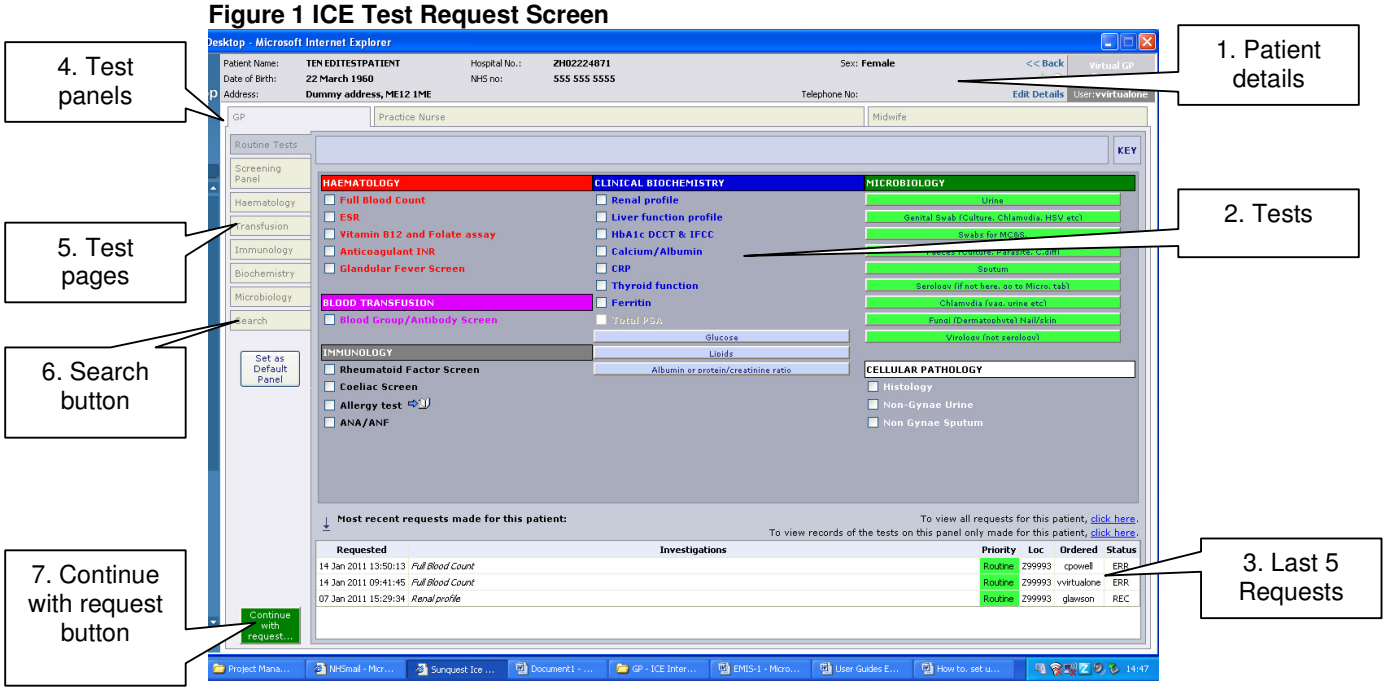

Electronic Test Requesting - Select System and Account
Please select the required Test Request system and service, then provide your account details below. For details of how to obtain account details and more information on Electronic Test Requesting please press Help.
Please select the Test Request system and service
ICE - Bath - Online Request
Show All
Default
Select Service:
Order Test
Enter personal account details
User Name:
G9999998
Edit
Password:
Reenter Password:
Save Details
Save these details for my own personal use
Allow these details to be used by all practice members
Do not save details (prompt me on each access)
OK
Cancel
Help

7. Enter your username and password – this is obtainable from your Practice Manager and has been issued by MTW Pathology
   Once this password has been accepted you will not be asked for this again.
8. Internet Explorer opens and the ICE request page is displayed

2. Placing a Request

1. Find the patient within VISION in the usual manner
2. Enter the consultation screen
3. Select ***Add*** from top menu bar
4. Select ***Requests*** from drop-down list
5. Select ***Electronic requests***
6. The ***electronic test requesting screen*** appears (see above)
7. Click on ***OK***
8. Internet Explorer opens to display the ICE request page. Patient demographics are automatically transferred from VISION to ICE

Figure 1 ICE Test Request Screen



Navigating Around the Test Request Screen

1. **Patient Details** -these are pulled from VISION
2. **Tests** – click on the test name or tick box to select a test
3. **Last 5 requests** – details of the last 5 requests made for this patient on ICE.
4. **Test panels** – designed for GP, Practice Nurse, Midwife and Reception. These display the commonly requested tests from Primary Care
5. **Test Pages** – designed to display additional tests that can be requested for each pathology discipline
6. **Search button** – for use if you cannot find a particular test
7. ***Continue with request button*** – click on this to move to next screen

There is also a **Services** menu bar which will allow you to navigate around the ICE environment. This will allow you to view reports & previous requests for individual patients & for the practice, depending on your permissions level.

ICE Test Request Screen

The ICE test request screen is composed of 3 different areas

1. Headers

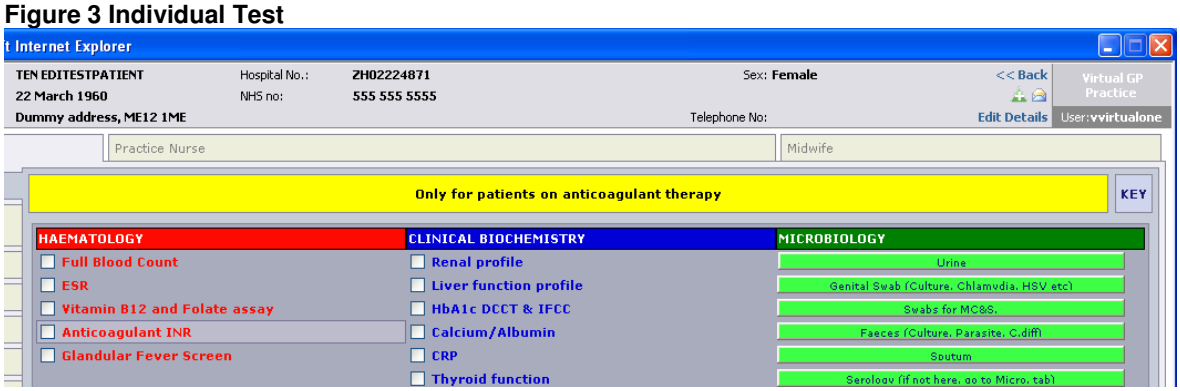
These are headers for a group of related tests

Figure 2 ICE Header

2. Individual Tests

These are individual test that can be selected by clicking either on the test name or in the tick box.
Hovering over the test name will highlight any help text that has been associated with that test. This will be displayed in a yellow banner.

Figure 3 Individual Test

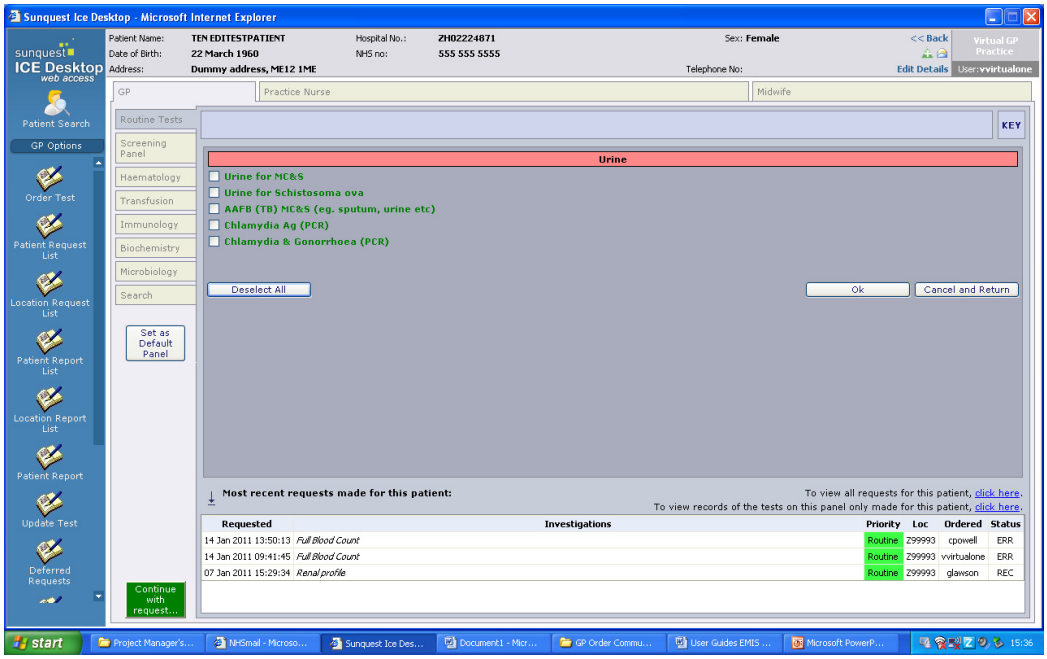


3. Test Collections

These are collections of related tests. Selecting a test collection will take you to another screen with a list of the individual tests from which you can make your selection

For example – Selecting a Urine test collection under the Microbiology header will present you with the following screen

Figure 4 Test Collection



You may then select the individual test required from this screen.

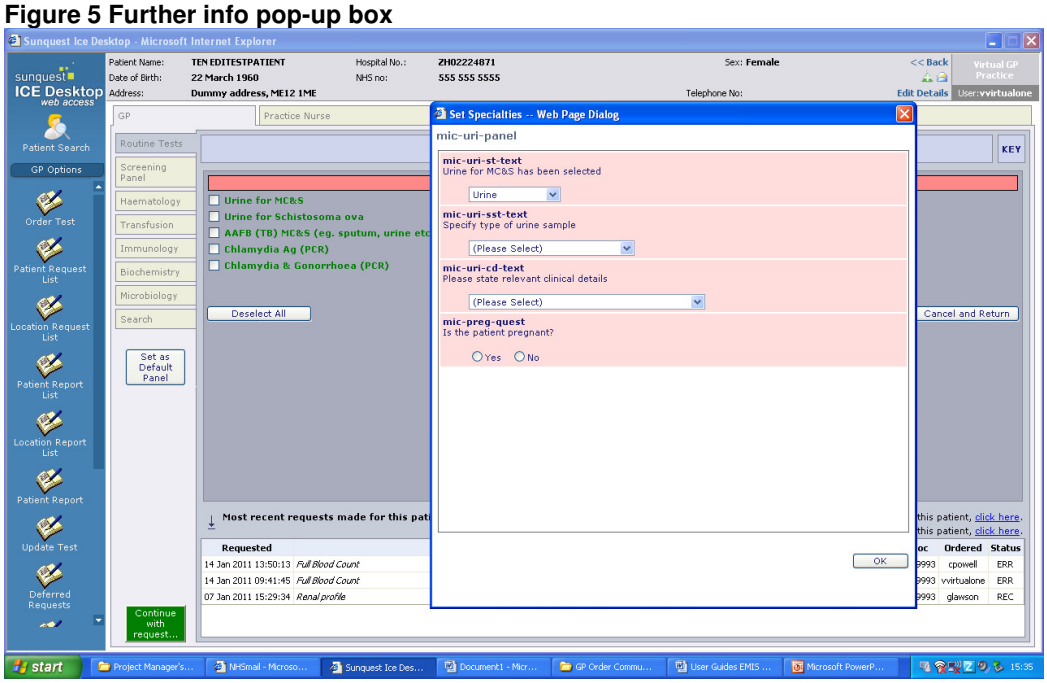
Selecting a Test

Once you have selected a test the following may occur:

1. Nothing – A tick appears beside the test. You must then click on the Green ***Continue with request*** button at the bottom left-hand corner of the screen

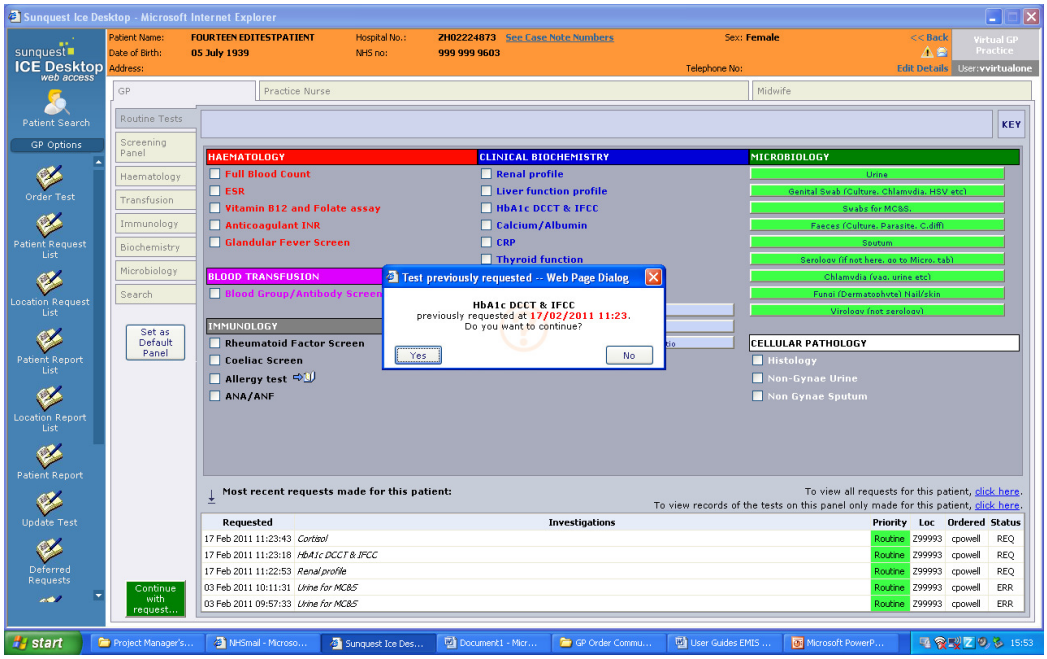
2. A pop-up box requesting more information will appear. This is particularly for Microbiology requests. These questions have been designed to gather as much information as possible & reduce the requirement for free-texting.

Figure 5 Further info pop-up box



3. For time restricted tests a warning box will appear stating that the test has been previously requested with the opportunity either to continue with the request or to delete the request. If this test has a result from a previous request you will be given the option to view that result

Figure 6 Warning Box



Clicking on the date/time of the previous request will display any reports that are available for that test.

Searching for a Test

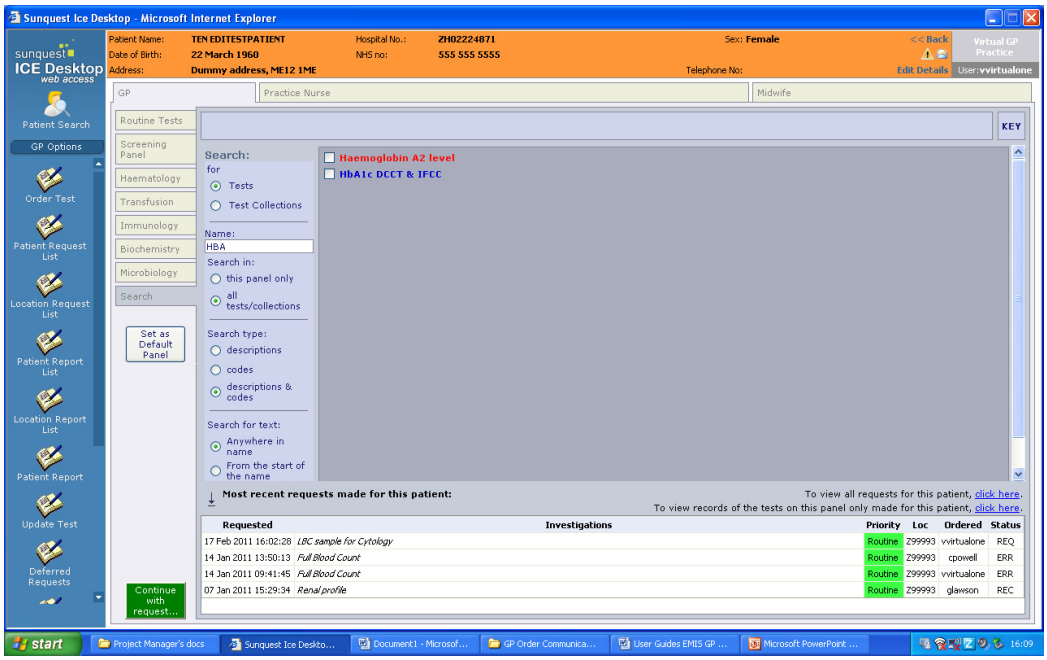
If you cannot find a particular test on any of the test pages you can use the search facility.

The Search button is found at the bottom of the vertical tabs. Clicking on this brings up the search function.

Type in the test you wish to find and then click on the Search button (you may need to scroll down the page to find this, depending on your screen resolution).

A list of tests will appear that you can then select in the usual manner. (You may need to scroll back up the screen to see the tests)

Figure 7 Using the Search Function

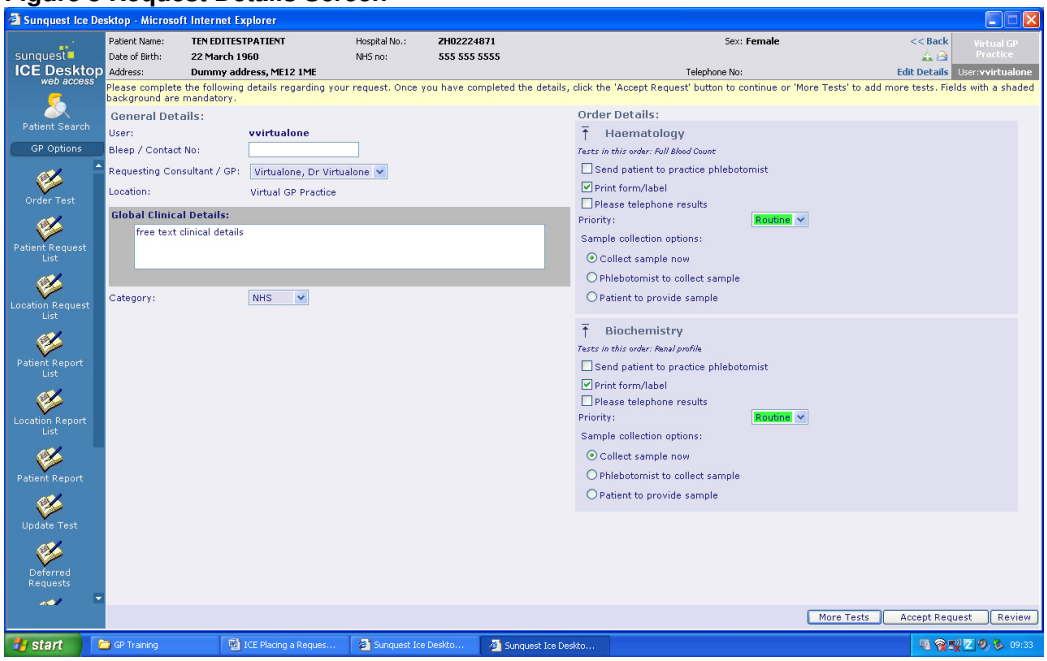


If you cannot find the appropriate test please telephone the laboratory and ask to speak to a senior scientist.

3. Completing a Request

1. Select all the tests you require for the patient
2. Click on the Green ***Continue with Request*** button
3. You are now presented with the Request Details Screen

Figure 8 Request Details Screen


Sunquest Ice Desktop - Microsoft Internet Explorer
Patient Name: TEN EDITESTPATIENT
Hospital No.: ZH02224871
Sex: Female
Date of Birth: 22 March 1960
NHS no: 555 555 5555
Address: Dummy address, ME12 1ME
Telephone No:
Please complete the following details regarding your request. Once you have completed the details, click the 'Accept Request' button to continue or 'More Tests' to add more tests. Fields with a shaded background are mandatory.
General Details:
User: vvirtualone
Bleep / Contact No:
Requesting Consultant / GP: Virtualone, Dr Virtualone
Location: Virtual GP Practice
Global Clinical Details:
free text clinical details
Category: NHS
Order Details:
Haematology
Tests in this order: Full Blood Count
Send patient to practice phlebotomist
Print form/label
Please telephone results
Priority: Routine
Sample collection options:
Collect sample now
Phlebotomist to collect sample
Patient to provide sample
Biochemistry
Tests in this order: Renal profile
Send patient to practice phlebotomist
Print form/label
Please telephone results
Priority: Routine
Sample collection options:
Collect sample now
Phlebotomist to collect sample
Patient to provide sample
More Tests
Accept Request
Review

Left-hand Side of the Screen

Here you find the requestor details

- **User** – this will be pre-populated with the user making the request
- **Bleep/Contact No** – This can be entered if required. However it will be ***mandatory*** if the 'Please Telephone Results' box is ticked or the priority is ***Urgent***
- **Requesting Consultant/GP** – This will be automatically completed if you are ordering in your own right. If you are placing an order on behalf of another user you will need to select that user from the drop-down list
- **Location** – This will be automatically completed with the Practice name.
- **Global Clinical Details** – This is an area where you may type in any further information that has not been previously captured. This is a non-mandatory field and will take up to 100 characters. However, please be aware that the Laboratory system can only accept the first 35 characters!
- **Category** – Please select either NHS or Private

Right-hand Side of the Screen
Here you will find the specific order details for each of the laboratory disciplines

Figure 9 Order Details

There is a choice of 3 collection options available at this stage of the requesting process.

1. **Send Patient to Practice Phlebotomist**
   Selecting this option will postpone the completion of the request until the phlebotomist has collected the sample. Selecting this option overrides any defaults

2. **Collect Sample Now**
   This is the default option for specimen collection at the time of consultation.

   This will print a form and a label for Microbiology, Cellular Pathology, Cytology & Blood Transfusion requests
   This will print only a label for Haematology, Biochemistry & Immunology requests
   The date/time collected will be printed on the label

3. **Patient to Collect Sample**
   To be used when the patient will collect their own sample (eg urine, stool)
   This will print a form and label

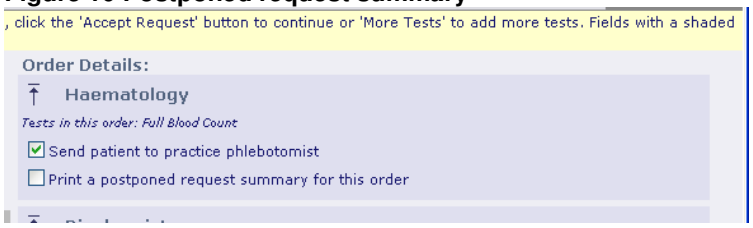
The date/time collected will not be printed on the label & will need to be added by the patient once the specimen has been taken.

NOTE: Pathology at MTW NHS Trust has taken the decision not to have physical request forms for Haematology, Biochemistry & Immunology samples.

Postponed Request Summary

If your patients wish to have a form to take with them to phlebotomy you may select the ***'Print a postponed request summary for this order'*** option

Figure 10 Postponed request summary


, click the 'Accept Request' button to continue or 'More Tests' to add more tests. Fields with a shaded
Order Details:
Haematology
Tests in this order: Full Blood Count
Send patient to practice phlebotomist
Print a postponed request summary for this order

A sheet of A4 will print with the patient details and tests requested with a large box for additional, hand-written, information.

Accepting the Request

Once the order details have been completed for each discipline there are 3 further options:

1. ***More Tests*** – Click on this to select more tests
2. ***Accept Request*** – This completes the request & takes you to the printing screen
3. ***Review*** – Allows you to review the tests requested on a summary screen.

4. Printing a Request

Printing is dependent upon the specimen collection option that has been selected.

1. **Send Patient to Practice Phlebotomist**
   No print. Selecting this option will override all defaults

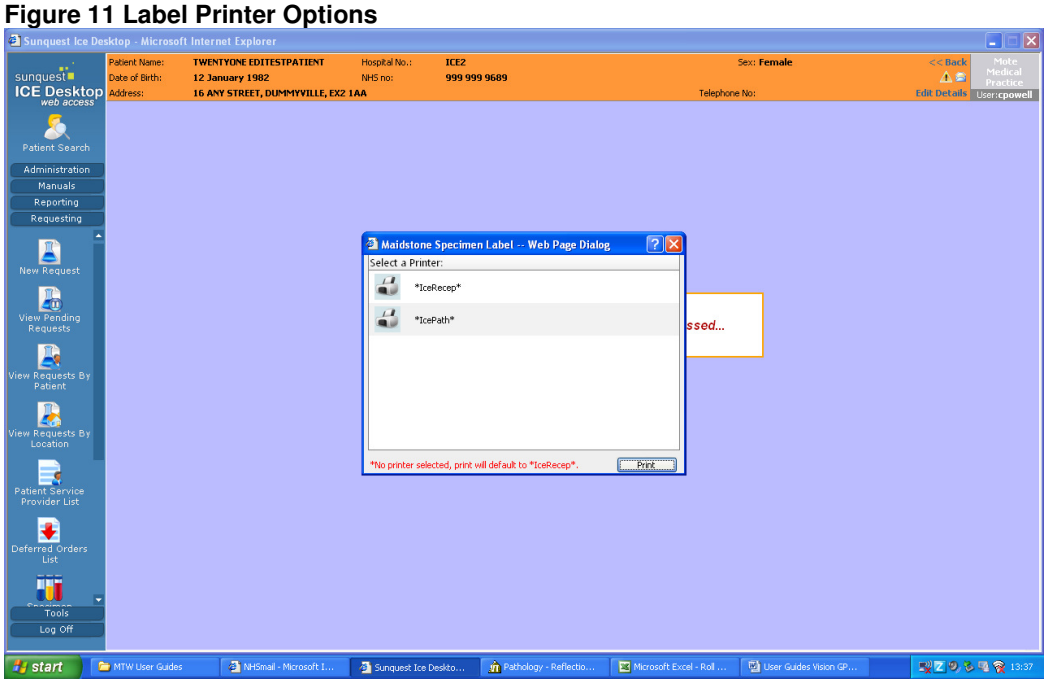
2. **Collect Sample Now**
   Label only prints for Haematology, Biochemistry & Immunology requests
   Label and form print for Microbiology, Blood Transfusion, Cellular Pathology and Cytology
   Date & time of collection prints on the label & form

3. **Patient to collect sample**
   Label & form will print.
   The date & time of collection will need to be written on the label & the form by the patient.

Printing a Label

The following screen will appear

Figure 11 Label Printer Options

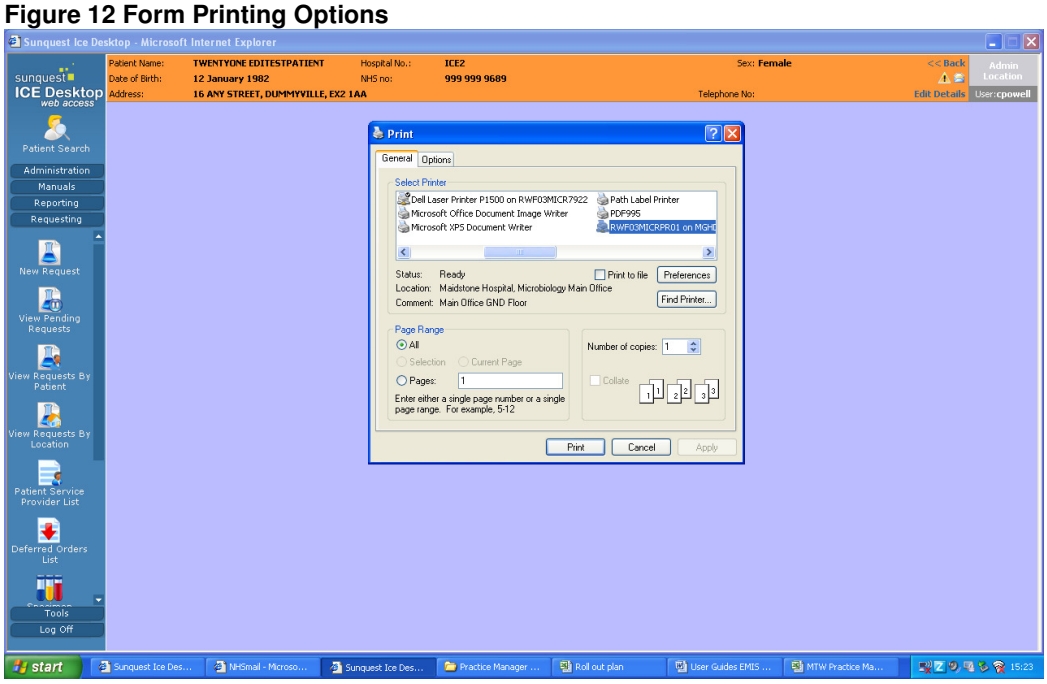


- Select the printer named ***IcePath*** to print locally
- Select the printer named ***IceRecep*** to print at the Reception desk

Printing a Form

When printing a form a Windows printer box will appear.
Select the A4 printer you require from your Practice list

Figure 12 Form Printing Options



Once printing is complete you will be asked to click on a ***Proceed*** button to complete the transaction and return to VISION

5. Collecting a Specimen at Phlebotomy

1. Single Discipline Requests

1. Log on to VISION and select the patient
2. Select the ***Journal*** option
3. Click on the appropriate test for collection
4. **Right click** on the request
5. Select ***Edit*** from drop-down list – the Vision Request box appears
6. Select ***Order*** from the task bar of the Request box – the Electronic Order update sample box will appear
7. Click on **OK**
8. You will now enter the ICE Request Completion Summary Screen

Figure 13 Request Completion Summary Sheet

9. Check the bottles required and prepare them ready for use
10. Check patient details with patient
11. Collect blood
12. Click on **Accept Request**
13. Print labels by selecting the appropriate printer
14. Click on ***Proceed*** – you will now be transferred back to Vision
15. Attach labels to bottles. Make sure that the label is attached lengthways along the bottle and is tight up against the lid (without actually sticking to it)

2. Multiple Discipline Requests

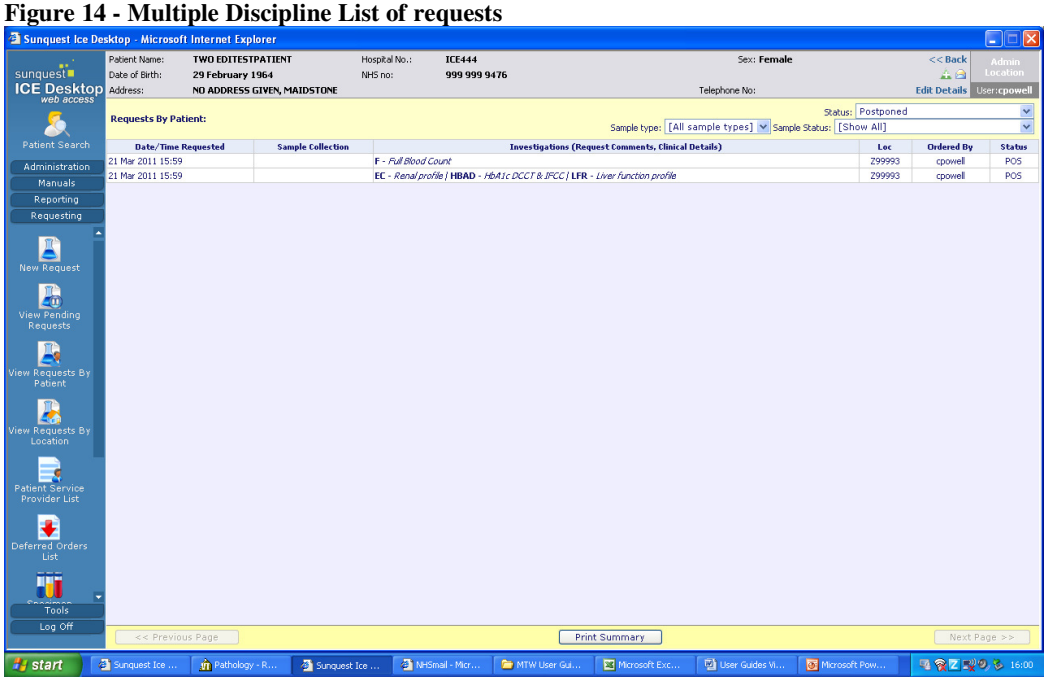
Each pathology discipline (Haematology, Biochemistry, Microbiology etc) is set up in ICE as an individual Provider. This will mean that requests for blood tests, for example, for Haematology and Biochemistry are treated by ICE as separate requests on one order.

There are 2 possible options for collecting specimens and printing specimen labels

Option 1

1. Log on to VISION and select the patient
2. Perform steps 2 – 7 above
3. A list of samples to be taken appears

Figure 14 - Multiple Discipline List of requests



4. Note the tests requested and prepare the correct bottles
5. Select the first test
6. Check patient details with patient
7. Collect blood in all bottles
8. Click on **Accept Request** to print labels for first test
9. Click on ***Proceed***
10. You are now returned to the ***EDIT – ORDER*** screen
11. Select ***Order***
12. You are now returned to ICE to collect the next specimen
13. Repeat for each specimen to be collected
14. Attach labels to bottles as above

NOTE: If there are a number of bottles to collect for different pathology disciplines it may be preferable to print each label before taking the patient's blood to ensure that you have the correct containers prepared

Option 2

1. Log on to VISION and select the patient
2. Perform steps 2 – 7 above
3. A list of samples to be taken appears
4. Select the ***Services*** menu – located beneath the patient demographics
5. Select ***Update Test*** from drop-down list – this will take you to the original request screen
6. Click on ***Continue with request*** button
7. Deselect the ***Send patient to practice phlebotomist*** option
8. Click on ***Accept request*** button
9. Select the printer & click on ***Print***
10. Click on the ***Proceed*** button – this will now take you back to the printer selection box to print the next label
11. Repeat steps 9 – 10 until all labels have printed. Once all the labels required have been printed you will be transferred back to Vision.

6. To Add or Delete Tests

Once you have made an electronic request in ICE, you may add or delete tests up to the point of specimen collection. Any changes made to a request in ICE will be written back to VISION. However, if a request is amended or deleted in VISION, this is not updated in ICE.

Add/Delete Tests in ICE

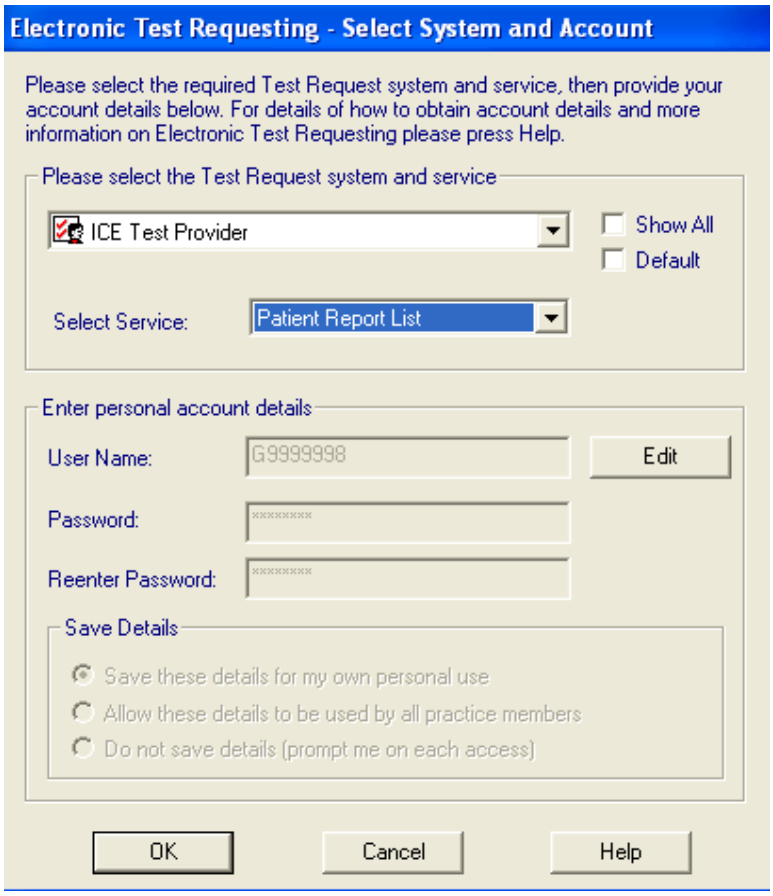
1. Select request in VISION
2. Right click and select ***EDIT*** from drop-down list
3. Select ***OK*** – note that the ***Select Service*** field on the **Electronic test requesting** screen shows ***Update Test***
4. Select **Patient request list** from the services menu – a list of requests appear for the selected patient
5. Check the status of the test you wish to update
    - **POS** – specimen yet to be collected
    - **REQ** – specimen collected
    - **REC** – specimen received in laboratory
6. Highlight the test required for updating
7. Left click
8. Select **EDIT** to add another test or **DELETE** to delete the test

NB Once the specimen has been collected it is advised that you contact the laboratory to discuss the addition of any other tests to the request.

7. Viewing a Patient Report

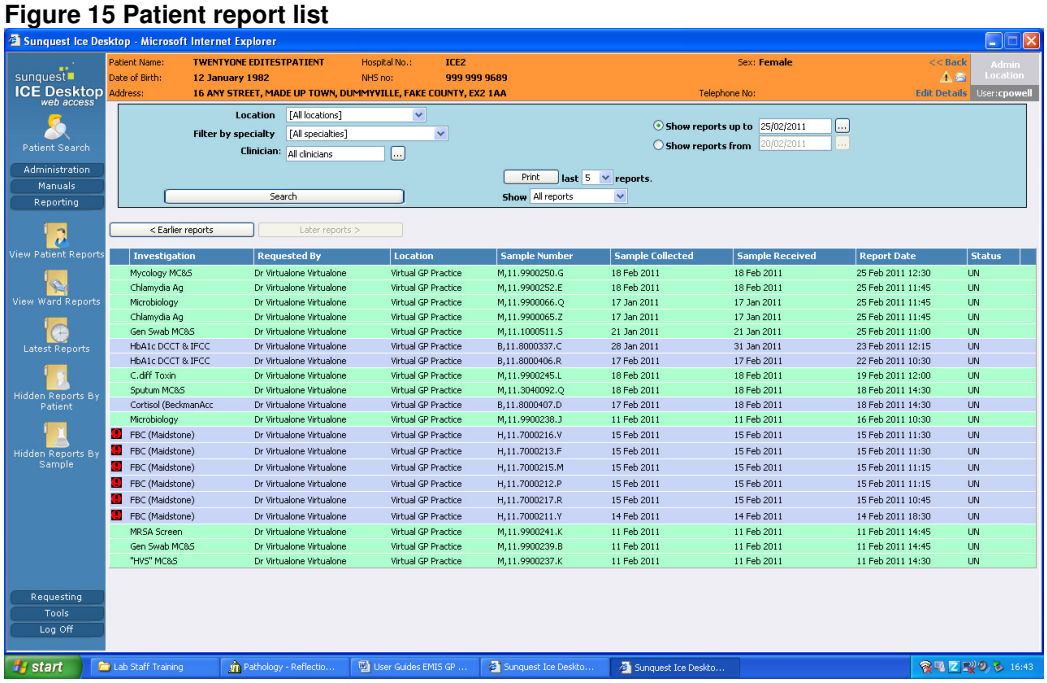
Reports may be viewed in VISION in the normal manner. However, ICE will also display reports generated in the hospital in addition to those tests requested at the surgery. These can then be downloaded, at the GPs discretion, into the GP electronic patient record to provide a complete pathology record.

1. Select patient in VISION
2. In consultation manager select ***ADD – REQUESTS – ELECTRONIC REQUESTS***
3. From ***Select Services box*** select ***Patient Report List***


Electronic Test Requesting - Select System and Account
Please select the required Test Request system and service, then provide your account details below. For details of how to obtain account details and more information on Electronic Test Requesting please press Help.
Please select the Test Request system and service
ICE Test Provider
Show All
Default
Select Service:
Patient Report List
Enter personal account details
User Name:
G9999998
Edit
Password:
Reenter Password:
Save Details
Save these details for my own personal use
Allow these details to be used by all practice members
Do not save details (prompt me on each access)
OK
Cancel
Help

4. Click on ***OK***
5. The Patient Report list appears showing all the reports available for the selected patient

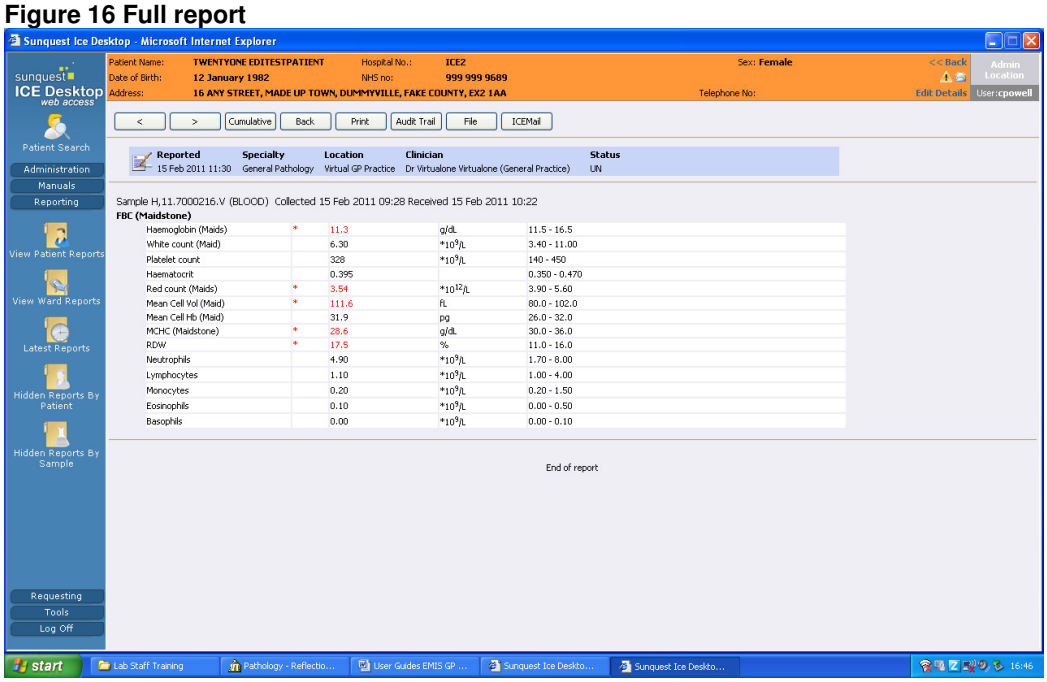
Figure 15 Patient report list



The reports can be filtered using the search fields at the top of the screen.

6. Click on the report you wish to view
7. The full report is displayed

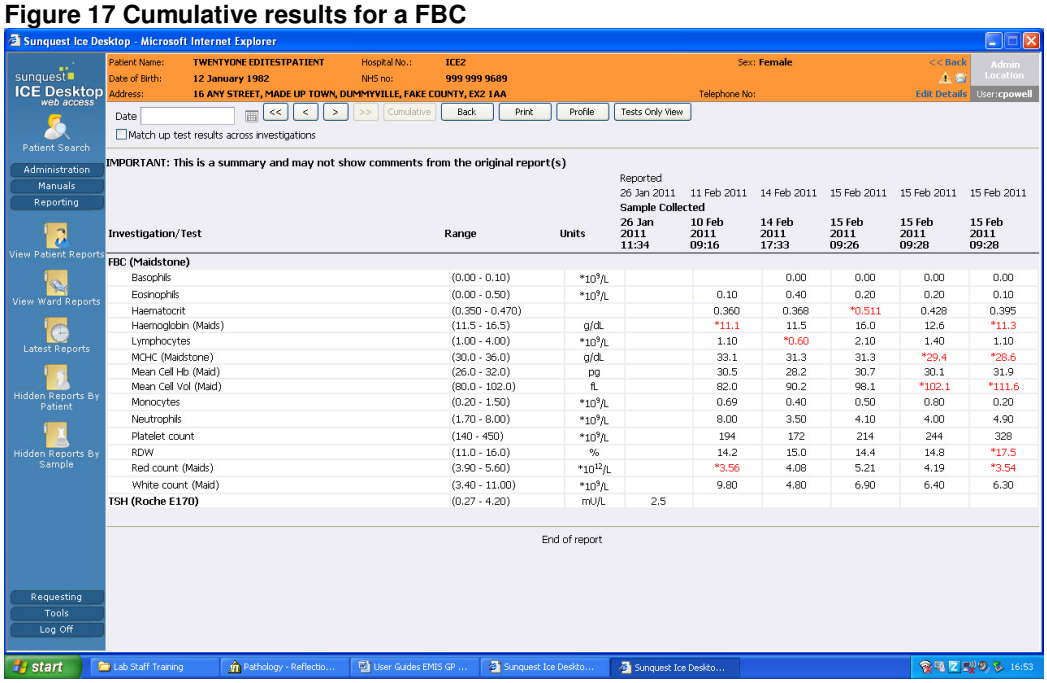
Figure 16 Full report



The following options are now available:

- The **<** and **>** buttons allow you to move to earlier or later reports for the same test
- The **cumulative** button allows you to view the cumulative results for the selected patient

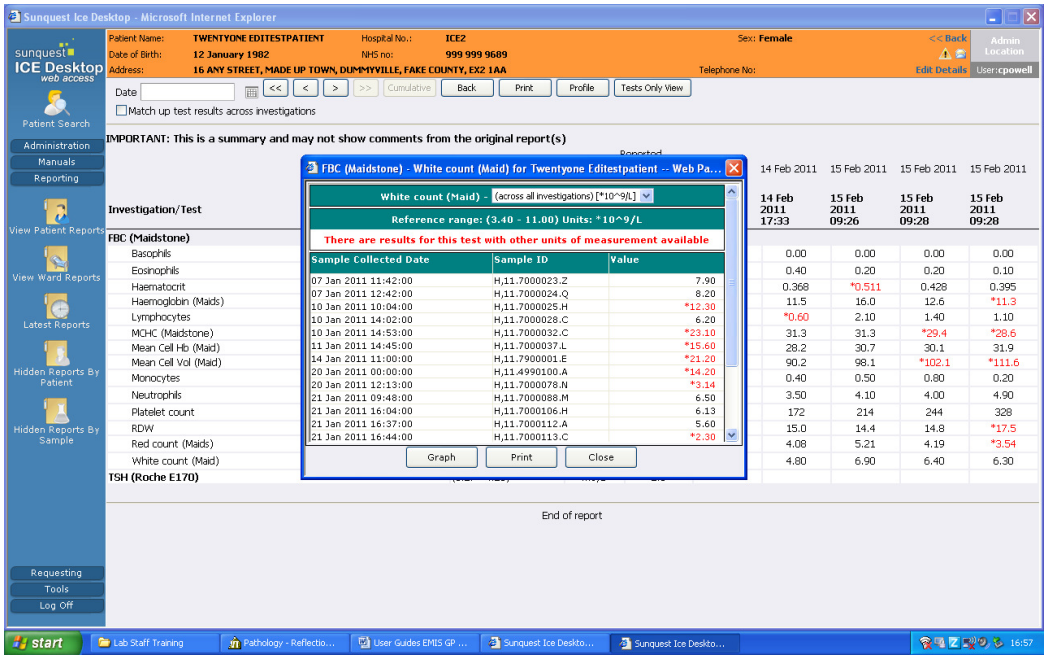
Figure 17 Cumulative results for a FBC


Sunquest Ice Desktop - Microsoft Internet Explorer
Patient Name: TWENTYONE EDITESTPATIENT
Hospital No.: ICE2
Sex: Female
Date of Birth: 12 January 1982
NHS no: 999 999 9689
Address: 16 ANY STREET, MADE UP TOWN, DUMMYVILLE, FAKE COUNTY, EX2 1AA
Telephone No:
Edit Details
User:cpowell
Date
Cumulative
Back
Print
Profile
Tests Only View
Match up test results across investigations
IMPORTANT: This is a summary and may not show comments from the original report(s)
Reported
26 Jan 2011
11 Feb 2011
14 Feb 2011
15 Feb 2011
15 Feb 2011
15 Feb 2011
Sample Collected
Investigation/Test
Range
Units
26 Jan 2011 11:34
10 Feb 2011 09:16
14 Feb 2011 17:33
15 Feb 2011 09:26
15 Feb 2011 09:28
15 Feb 2011 09:28
FBC (Maidstone)
Basophils (0.00 - 0.10) *10⁹/L 0.00 0.00 0.00 0.00
Eosinophils (0.00 - 0.50) *10⁹/L 0.10 0.40 0.20 0.20 0.10
Haematocrit (0.350 - 0.470) 0.360 0.368 *0.511 0.428 0.395
Haemoglobin (Maids) (11.5 - 16.5) g/dL *11.1 11.5 16.0 12.6 *11.3
Lymphocytes (1.00 - 4.00) *10⁹/L 1.10 *0.60 2.10 1.40 1.10
MCHC (Maidstone) (30.0 - 36.0) g/dL 33.1 31.3 31.3 *29.4 *28.6
Mean Cell Hb (Maid) (26.0 - 32.0) pg 30.5 28.2 30.7 30.1 31.9
Mean Cell Vol (Maid) (80.0 - 102.0) fL 82.0 90.2 98.1 *102.1 *111.6
Monocytes (0.20 - 1.50) *10⁹/L 0.69 0.40 0.50 0.80 0.20
Neutrophils (1.70 - 8.00) *10⁹/L 8.00 3.50 4.10 4.00 4.90
Platelet count (140 - 450) *10⁹/L 194 172 214 244 328
RDW (11.0 - 16.0) % 14.2 15.0 14.4 14.8 *17.5
Red count (Maids) (3.90 - 5.60) *10¹²/L *3.56 4.08 5.21 4.19 *3.54
White count (Maid) (3.40 - 11.00) *10⁹/L 9.80 4.80 6.90 6.40 6.30
TSH (Roche E170) (0.27 - 4.20) mU/L 2.5
End of report
Patient Search
Administration
Manuals
Reporting
View Patient Reports
View Ward Reports
Latest Reports
Hidden Reports By Patient
Hidden Reports By Sample
Requesting
Tools
Log Off
start

This screen displays the patient's results in chronological order. Using the **<** and **>** buttons allows you to scroll from left to right across the page to view more sample dates.

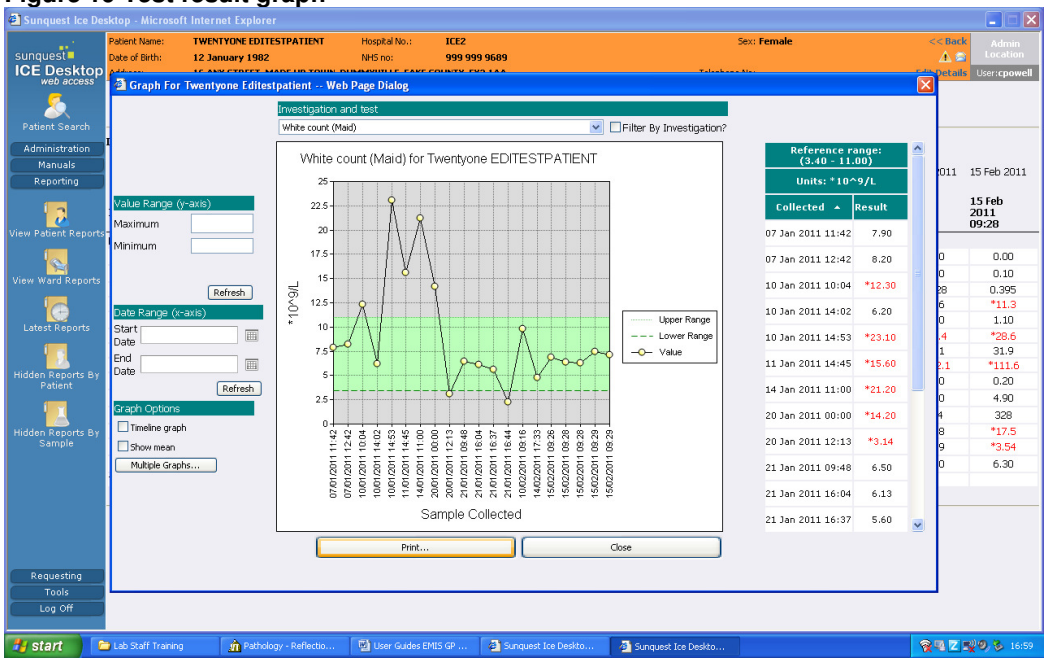
- Clicking on a selected test in the left-hand column will display a summary window of the results for that test

Figure 18 Test result summary window


Sunquest Ice Desktop - Microsoft Internet Explorer
Patient Name: TWENTYONE EDITESTPATIENT
Hospital No.: ICE2
Sex: Female
Date of Birth: 12 January 1982
NHS no: 999 999 9689
Address: 16 ANY STREET, MADE UP TOWN, DUMMYVILLE, FAKE COUNTY, EX2 1AA
Telephone No:
Match up test results across investigations
IMPORTANT: This is a summary and may not show comments from the original report(s)
FBC (Maidstone) - White count (Maid) for Twentyone Editestpatient -- Web Pa...
White count (Maid) - (across all investigations) [*10^9/L]
Reference range: (3.40 - 11.00) Units: *10^9/L
There are results for this test with other units of measurement available
Sample Collected Date
Sample ID
Value
Graph
Print
Close
Investigation/Test
FBC (Maidstone)
TSH (Roche E170)
End of report

- Clicking on the **graph** box in the summary window will display a graph of the results for that test. The reference ranges are shaded green

Figure 19 Test result graph



Downloading Hospital Reports

As stated previously, Hospital generated pathology reports can be downloaded from ICE into the GP system. The patient report screen will display a **Download** button on the right-hand side of each report. Clicking on this will mark the report for download and it will be queued for the next scheduled PMIP run.

Appendix A – Placing a Request (Short Guide)

1. Find the patient in the normal manner within VISION
2. Enter ***Consultation Mode***
3. Select ***ADD – REQUESTS – ELECTRONIC REQUESTS***
4. Select the tests required in ICE
5. Click on the green ***Continue with request…*** icon
6. Check the requesting Dr, location & patient category
7. Add free text clinical details in the ***Global clinical details*** box
8. Select the appropriate sample collection method
9. Click on ***Accept request*** box
10. Print form/label if required
11. Click on ***Proceed*** to return to VISION

Appendix B – Collecting a sample at Phlebotomy (Short Guide)

1. Find the patient in the normal manner within VISION
2. Enter ***Journal***
3. Select appropriate request
4. Right click on request
5. Select ***Item View***
6. Select ***Edit***
7. Select ***Order***
8. Click on ***OK***
9. You are now transferred to the Request Completion screen in ICE
10. Either:
    a. Select test from list or
    b. Complete request by checking details & click on ***Accept request***
11. Select appropriate printer to print labels
12. Click on ***Proceed*** to return to VISION

NB If you have to collect samples for more than 1 pathology discipline you will be required to do this for each specimen on the list

OR
Once in ICE

1. Select ***Services***
2. Select ***Update sample***
3. Click on ***Continue with request*** button
4. Deselect ***Send patient to practice phlebotomist***
5. Click on ***Accept request***
6. Print labels
7. Click on ***Proceed***
8. Repeat steps 6 & 7 until all labels have printed

Appendix C – Reprinting a label (Short Guide)

1. Find patient in VISION in the normal manner
2. Select relevant request in the patient journal
3. Right click & select ***EDIT***
4. Highlight appropriate request
5. Left click on request
6. Select ***Reprint request***
7. Select appropriate printer
8. Print label (if the required form has already been printed you may cancel the form print)
9. Select ***Proceed*** to return to VISION

Appendix D – Viewing a report (Short Guide)

1. Find patient in VISION in the normal manner
2. In Consultation Manager select ***ADD – REQUESTS – ELECTRONIC REQUESTS***
3. Select ***Patient report list*** in Select Services Box
4. Click ***OK***
5. You will be transferred to the Patient's Report screen in ICE
6. Select the required report to open
7. Click on ***Cumulative*** to view the cumulative results for that patient
8. Click on a test on the left had side of the screen opens a summary of the results for the test
9. Clicking on ***graph*** will display a graph of the results

Appendix E – FAQs

1. ***What about the District Nurses?***

   The District Nurses are to continue using the pre-ICE system until such time as either they, or the practice, feel that the ICE requesting system is preferable.

2. ***What if I can't collect the sample at phlebotomy?***

   It is suggested that the samples are collected before labels are printed.
   If the sample cannot be collected and the patient must return for phlebotomy the sample is not updated at this point and will remain at the POS (postponed) stage until successful collection.
   If the labels already been printed and collection is unsuccessful, it is suggested that this is noted in the GP system.

3. ***What about patients that must be sent to the hospital for phlebotomy?***

   Print a 'Postponed Summary Request Sheet' for the order and give this to the patient to take to the hospital phlebotomy clinic. This will provide the hospital phlebotomist with all the information they require

4. ***What about patients that arrive for phlebotomy with a hospital request form?***

   Collect the sample but do not add the request to the GP system. Put the sample and the form in the red sample collection box and send to the lab.
   You will need to hand-write the patient details on the specimen container

5. ***What happens when the computers go down?***

   If the ICE system goes down you will need to revert back to ordering and collecting the tests using the pre-ICE system.
   If the GP system goes down and you cannot access the patient record, please use the manual Kent Pathology Network request forms.

   Computer failure may cause a major problem for phlebotomy clinics and these may need to be postponed.

In the case if ICE failure contact the Pathology lab at Maidstone Hospital

6. Where can I get replacement labels for the label printers?

The replacement Brother QL printer labels can be found on Amazon
Brother DK-22205 - Thermal paper - Roll (6.2 cm x 30.5 m)
Or from wherever you an get the best price.

7. Do I have to take responsibility for the results of a hospital request that I have downloaded into my GP system from ICE if I have not made the request?

ICE offers the benefit of allowing GPs to download hospital pathology reports into the GP system to maintain a complete pathology record for the patient. It is the opinion of the Pathology department at MTW NHS Trust that responsibility for dealing with pathology reports lies with the original requestor, or a designated colleague. The ability to download these reports is for information only.